



# Round House Café Customer Feedback

## Questions, Comments and Answers

**What is the process to get gift cards as employee incentives from the Round House Café?** Thanks for asking. You can contact Dan Barolli, Danielle Simmons or Beth Holliday from ARAMARK who are all in our Outlook address book; or me at [paul.johnston@srpmic-nsn.gov](mailto:paul.johnston@srpmic-nsn.gov); or the Café at x5537 or x5538. Any of us will be glad to assist you in getting the Café gift certificates you need for staff, friends and/or family for the holidays.

**Three different people took the time to tell us: Thursday's Roast Beef was excellent! And one of them asked: What spices did you use to season it? It was delicious!** We thank all of you for the kind words. Glad you liked it. Chef Ernesto said he used a blend of Salt, Pepper, Garlic Powder, Red Chili Powder, Oregano and Thyme. After blending, he rubbed a generous amount all over the exterior of the roasts before baking. Try it at home and let us know how it turns out.

**I wanted to let you know that I tried the recipe for the "Turkey in the Bag" for my Thanksgiving dinner. My turkey turned out PERFECT and it was so easy! It was a 20 pound Butterball. When I opened the bag it was juicy, moist and golden brown! To top it off, clean up was especially easy. From now on I will be making ALL my turkeys this way. So, I wanted to thank you for letting us in on one of your recipe secrets!** You are welcome. Glad you liked it and it worked out great. We received several comments from others who tried it with similar, successful results.

**I especially appreciate the helpful and friendly manner of the very nice ladies who cook my breakfast sandwiches. My day starts off great and only gets better. Ya'll have a great day and keep up the awesome work!** Thanks for the kind words. We will pass them on to the ARAMARK team.

**Café Staff was throwing ice this morning. That kind of stuff makes me not want to come in there anymore. What kind of place are we running? We're supposed to be representing the Community. What if an outsider had walked in there and saw that? It's unprofessional and somebody could get hurt. The ice went flying by my head. Makes me want to stop at a drive through on the way to work instead of stopping for breakfast where it's warm and cozy. I was going to sit and watch TV, but I got my food and left. It really turned me off.** Thank you for letting us know. Horseplay in any workplace is not tolerated and we addressed the issue immediately with our staff. The Café prides itself on professionalism. At the very least, such activities are a safety issue. And at the very worst, it offends our customers, sends them packing, and reflects poorly on the Café, the Community and ARAMARK. Thanks again for letting us know. We'll take a "do better" slip.

**Thank you so much for your quick response today (when I forgot to order a catered lunch!) Your attitude is ALWAYS so pleasant and you consistently go out of your way to do what you have to do to make sure that everything is taken care of. We are so happy that you are here!! FYI – everyone said the food was delicious.** Always happy to accommodate our catering customers – even the last-minute kind! Thanks for the appreciation – and especially glad you liked the food. ☺

**I tried the red chili posole today for the first time. I'm very particular about posole. I only eat my Grandma's or Los Picos but I thought I would give RHC's a try. I enjoyed it overall, but do not like the canned hominy. I would much rather it was made with fresh corn.** Thank you for the feedback! We appreciate you letting us know about the Posole as we strive to make it as authentic as possible. Many of our "local" recipes are created by an assimilation of our Community Member employees, assembled from their own family recipes. However, we'll check with the Chef regarding the hominy and see if it is something we can look into changing.

**I had the stir fry today and the food was practically swimming in water by the time I got back to my desk. The broccoli and some of the veggies were still hard and tasted raw. I just ate what I could and threw the rest away.** We apologized and offered you a refund on a future visit. Always let us know when things aren't right – and we'll do our best to make it so. Thanks for letting us know.

## **Still Trying to Please Everybody...**

- Your workers embarrassed me at lunch by calling out my name and saying my order was ready. They really don't like me...vs...Your staff is always so friendly and not only knows my name, but my order! What fantastic customer service.
- Really appreciate the Holiday music this time of year...vs...Please don't play holiday music every minute of every day. One more "Holly Jolly Christmas" will push me over the edge!
- Having that rummage sale indoors turned my stomach. The sneakers and shoes smelled. I got my food and left...vs...The rummage sale was a fantastic activity and raised a lot of money for HHS Employee Activities. Thank you for all your help.

## **Kudos & Clouts (Customer Comments and/or Suggestions)**

- The decorations are great! The Café looks wonderful for the holidays. Thank you.
- This morning's Oatmeal was perfect
- My brisket last week was full of fat and gristle
- The corned beef skillet this morning was delicious. Thank you to the grill for getting my morning started off right!
- Can we have some hummus and crackers at the Quail Run Express? (Sure. Watch for them soon.)
- Stephen is a great worker. Always cheerful and attentive to whatever the customer wants
- Thanks for the recent addition of Gluten Free items. Will increase my visits to the Café.
- Appreciate the daily information (e-mail) about the Café – helps me plan my day in an appetizing way.

## **To submit your feedback...**

1. You can fill out a yellow comment card and leave it in the boxes on the condiment station in the cafeteria. OR...
2. You can submit feedback on the ARAMARK Round House Café Feedback page. Just [click here](#)
3. E-mail SRPMIC Food Service Manager [Paul.Johnston@srpmic-nsn.gov](mailto:Paul.Johnston@srpmic-nsn.gov)

☺ THANKS FOR ALL YOUR FEEDBACK! We appreciate your patronage and input. ☺ (Vol. 3.7, Holidays, Dec. 2, 2011)

